



PUYUHUAPI LODGE & SPA

OFFERS CUSTOM-MADE PROGRAMS FOR INCENTIVE GROUPS WITH UNIQUE, CREATIVE ACTIVITIES INVOLVING THE NATURAL SURROUNDINGS OF NORTHERN CHILEAN PATAGONIA.



Exclusive, unique aspects to Puyuhuapi Lodge & Spa:

- *Strategic, privileged location – isolation and wilderness*
- *Not a traditional route, crossing the northern Patagonia region.*
- *Combination of comfort, adventure, relaxation and exploration (Lodge, Carretera Austral, Spa, Cruise)*
- *Diversity of opportunities for travellers with different interests, capacities and needs.*
- *Flexibility in relation to needs and requirements.*
- *Programs with own character that incorporate regional customs*
- *3 pure waters converge (thermal, spring and sea water)*
- *Human warmth – high level of service and friendliness*
- *First class gastronomy using the natural products of the region.*
- *Small capacity - easy to charter exclusively for groups.*
- *Adequate excursions and activities for each group.*
- *Corporate merchandising for the memorable experience of the group.*





INCENTIVES GROUPS



RECEPTION AREAS AND KITCHEN/ BAR/ RESTAURANT SERVICES ARE ABLE TO CATER FOR GROUPS OF UP TO 80 AT A TIME. THE LODGE HAS TWO ASSEMBLY HALLS APPROPRIATE FOR MEETINGS, WITH NATURAL LIGHT AND BAY VIEW.



Currently, we have 30 rooms available with different categories:

- 15 Double Superior
- 01 Captain Suite
- 06 Bay Standard
- 06 Forest Standard
- 02 Rooms for guides/clients staff

For 2007/2008 season we will have 37 rooms available:

- 30 Double Superior
- 01 Captain Suite
- 06 Double Standard

Patagonia Express catamaran has all the comfort of a high speed catamaran, equipped with first class seats, restaurant service in the second floor, video, music and entertainment. Its small size, only 70 passengers, allows for exclusive charters.





*Friends Club that
trust on Puyuhuapi*

Methanex / February 1996
Viajes y Cultura de España / January 1997
Sigdo Koppers / April 1997
Laboratorio Smithklein / January 1998
Telefónica España / October 1998
KVI USA / February 1999
Banco Santander / October 1999
Banco de Chile / December 1999
Beiersdorf / August 2000
Laboratorio Roche / March 2001
Merck Francia / March 2001
Chilena Consolidada / March 2001
Kvaerner / March 2001
Citibank / April 2001
Nissan / April 2001
VTR / August 2001
Endesa España / November 2001
Asenav / December 2001
Seguros de Vida la Construcción / March 2002
Telefónica del Sur / April 2002
Bayer S.A. / November 2002
Laboratorio Pfizer / November 2002
Fundación Rockefeller USA / November 2003
Laboratorio Alcon Chile Ltda. / March 2003
Legrand / November 2003
Peugeot Bélgica / December 2003
Empresas Iansa S.A. / January 2004
Peugeot Portugal / February 2004
Viña Veramonte / March 2004



Copec / June 2004
Johnson Diversy / November 2004
Seguros de Vida Metlife S.A. / March 2005
Mercedes Benz Alemania / March 2005
Viña Miguel Torres / March 2005
Grupo Adcorp Sudáfrica / March 2005
Seaway / April 2005
Mapfre Cía. de Seguros de Chile S.A. / October 2005
Nissan Brasil / October 2005
Patagonia Salmon Farming / January 2006
Hortifrut / February 2006
Armada de Chile / April 2006
Los Fiordos / April 2006





The following terms will apply for groups over 15 guests or more:



RESERVATION AND PAYMENT POLICY

Reservations are confirmed with the payment of a 30% deposit. Final payment must be done 60 days prior to departure. Reservations that not agree with this requirements will be considered invalid and the space may be made available to other passengers.

MODIFICATIONS AND REDUCTIONS

Any changes to confirmed reservations will be subject to availability and must be made no later than 30 days prior to the original departure date. Reduction of quantity of passengers will be accepted up to 10% of the original reservation. Any changes made with less than 29 days prior to departure, will be subject to a cancellation fee. If the reduction means that the group will be less than 15 guests, regular FIT rates will apply.

RECONFIRMATION

In certain cases and due to our reduced capacity, **PATAGONIA CONNECTION S.A.** reserves the right to ask the client for an immediate reconfirmation, with partial or full payment of the booking. Starting from the day when written notification has been made to the client, there will be 10 days to reconfirm the reservation. Once this period has expired, if no written answer is received from the client, **PATAGONIA CONNECTION** may use the space for other passengers.

REFUND POLICY

Changes or cancellations must be made in writing or directly in a company office. All refund includes a cancellation fee: Up to 60 days prior to departure, all group reservation will have a handling fee of USD 200.-
60 – 46 days prior to departure: 100% refund less US\$ 100.- per person.
45 – 30 days prior to departure: 50% of total amount of the reservation will be charged
29 – 15 days prior to departure: 80% of total amount of the reservation will be charged
Less than 15 days prior to departure, there will be no refund. No refunds are made for unused portions of services included in the program.

NO SHOW

In the event that a passenger is not present at the beginning of the program, the company will assume non-participation for the entire program, without reimbursement.

INSURANCE

The price of the program includes and individual insurance policy with coverage of up to US\$ 20.000 per person should the vessel suffer an accident which is responsible for the accidental death or injury of a passenger while on board. We suggest that passengers purchase additional travel insurance.

TRAVEL ROUTES

PATAGONIA CONNECTION S.A. reserves the right to modify sailing routes, bypass intermediary ports, or alter schedules without prior notification if special conditions or circumstances beyond our control so require to ensure passenger safety and optimum experience. **PATAGONIA CONNECTION S.A.** will not be liable for expenses incurred or time lapses that may affect passengers due to the prolongation or shortening of the trip, be it due to poor weather or any other uncontrollable circumstance. In such cases, passengers will not be entitled to compensation or any type of reimbursement.

DEPARTURES CANCELLATION

Patagonia Connection S.A. reserves the right to cancel the program if there is not a minimum of 15 passengers. In this case, the company will issue the corresponding reimbursement, with any kind of compensation.

BAGGAGE

Passengers are advised to limit their baggage to a maximum of 20kgs (44 lbs) per person, and the company reserves the right to charge for excess baggage. **PATAGONIA CONNECTION S.A.** assumes the responsibility for any luggage transported in the vessel's baggage compartment, which remains closed while sailing. Passengers themselves bear the sole responsibility for any luggage brought into the passenger area.

